



Attention of Travel Customers

Transaction Fee's Explained

Effective 1 April, 2005, the cost of issuing a travel ticket will increase from \$15.00 to \$49.00 (maximum \$ 80.00 on family ticketing for leisure).

You deserve an explanation. Prior to 1 October of 2004, the airline industry paid all travel agencies a certain percent of the cost of all travel tickets sold and that is how travel agencies received their revenue. However effective 1 October, 2004 the many airlines began to gradually phase out or reduce the commissions to the point that SatoTravel has no other alternative but to place a "transaction fee" for all tickets issued to leisure and official travel customers. This is the only way SatoTravel can remain in the market place. Certainly SatoTravel is not the only travel agency affected by this airline policy change. Each travel agency that sells an airline ticket must either charge a transaction fee or place a "mark-up" on the price of the ticket. The harsh reality is that in order to survive there are no alternatives but to pass along operational costs to the travel customer. SatoTravel has done everything possible to reduce the impact of this implementation. For example there are no transaction fees for:

- Purchases of two or more tickets that involve one itinerary.
(Example, one trip requiring tickets on two separate airlines)
- Rail and Ferry reservations operating within the European area
- AMC reservations
- car and hotel reservations
- A \$80.00 maximum on family ticketing (leisure travel only) to ensure large families are not unduly financially burdened.

In closure, SatoTravel will continue its policy of providing the best possible service to our treasured USAREUR customers. If you would like more information, do not hesitate to contact our European Management Office located in Kaiserslautern Germany via E-Mail at dsanders@satotravel.com or tkraus@satotravel.com